

## 11B TOP BOSS?

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1 Do you have what it takes to be a top boss? Complete the questionnaire and find out. Choose the option (a, b or c) you most agree with.

- 1 As the boss, do you believe that ...
  - a you can arrive and leave work at any time?
  - b you should work the same hours as everybody else?
  - c you should be the first to arrive and the last to leave?
- 2 If you see someone with a problem, do you ...
  - a watch to see if they can resolve the problem?
  - b resolve the problem for them?
  - c give hints or tips on resolving the problem?
- 3 After an argument with someone, do you ...
  - a apologise, admitting you were both at fault?
  - b wait for them to apologise – you're the boss?
  - c wait until the employee cools down and then try to resolve the situation?
- 4 An employee is clearly being distracted at work with personal problems. Do you ...
  - a tell them to keep their home issues out of the office?
  - b talk to their closest co-workers to see if there is anything you or the company can do to help?
  - c offer to spend extra time with them on a personal level to discuss the problems?
- 5 When you take on a new employee, do you ...
  - a meet with them at least once a week for their first two months to make sure everything is OK?
  - b aim to learn their name within a week or so?
  - c take them out to lunch and give them an overview of the company?
- 6 One of your employees requests a day off with little advance notice. Do you ...
  - a allow it as a personal favour?
  - b tell them it's impossible and remind them of company policy?
  - c allow the day off if there's a good reason, but ask for more notice next time?
- 7 An assistant is late in submitting a report for the second time this week. Do you ...
  - a tell them you are more upset about the lack of communication than the uncompleted work?
  - b tell them to have it ready by the end of the day?
  - c arrange for them to be transferred to another department?
- 8 When faced with a difficult problem, do you ...
  - a try your best to solve the problem?
  - b seek help and advice from others?
  - c pass the problem on to someone else?
- 9 There is a party for a junior member of staff who is leaving. Do you ...
  - a shake their hand at the end of their last day and wish them luck?
  - b spend the evening with the group and pay for the drinks?
  - c make an appearance at the party but don't stay too long?
- 10 What is the main driving force in your life?
  - a being liked and respected
  - b principles and ethics
  - c fame and money

fold

fold

2 Work out your score. Then read the analysis. Do you agree with it?

- |    |     |     |     |
|----|-----|-----|-----|
| 1  | a 3 | b 2 | c 1 |
| 2  | a 3 | b 1 | c 2 |
| 3  | a 1 | b 3 | c 2 |
| 4  | a 3 | b 2 | c 1 |
| 5  | a 2 | b 3 | c 1 |
| 6  | a 1 | b 3 | c 2 |
| 7  | a 1 | b 2 | c 3 |
| 8  | a 2 | b 1 | c 3 |
| 9  | a 3 | b 1 | c 2 |
| 10 | a 1 | b 2 | c 3 |

**Over 25 points:** Dictators don't last long. You should think about changing your approach. You may be in danger of abusing your position. You need to learn to feel comfortable with a certain level of familiarity with your employees. If not, you will be seen as uncaring.

**15 to 25 points:** You lead by example and tend to deal with problems on a case-by-case basis. Your approach is similar to that of a schoolteacher or coach – you are both leader and nurturer. You should continue

striving to find the right balance of keeping employees happy, motivated and focused. You are a top boss in the making.

**Under 15 points:** You probably feel uncomfortable telling others what to do. You need to realise that to gain your employees' respect you will sometimes have to be firm and make unpopular decisions. One of the biggest dilemmas for a boss is balancing being friendly and carrying out your duties as the decision-maker. It's a task which requires great skill.

3 Work with a partner. What do you think are the most important qualities of a good boss? Make a list.